

Course No:MAN3312
Course Title:
Organizational Behavior
Date: 27 / 03 / 2012
No. of Questions: 3
Time: 60 min
Using Calculator (No)

University of Palestine



Midterm Exam
Second Semester
2011/2012
Total Grade: 20

Instructor: EzzElarab M. Elawoor

Student No.: _____

Student Name: _____

College Name: Business & Finance
College

Dep. / Specialist: _____

Using Dictionary (No)

Question One:

True or False:

1. we identify Managers as Individuals who achieve goals through other people.
2. Allocate resources is a Managerial Activities
3. Organization is a social unit, composed of two or more people that functions on a basis to achieve a common goal or set of goals.
4. Planning, selling and purchasing are a management functions.
5. Technical skills mean The ability to work with, understand, and motivate other people, both individually and in groups in the management skills.
6. Traditional management contents Decision making, planning, and controlling.
7. Organizational behavior mean investigates the impact that individuals, groups, and structure have on behavior within organizations.
8. Psychology means the science that seeks to measure, explain, and sometimes change the behavior of humans.
9. Responding to Globalization is a challenge and opportunity for org. behavior.
10. Recognizing and responding to differences is an important element to Manage Workforce Diversity?.
11. Quality Management means Concern for continuous improvement?
12. Helping Employees Balance Work/Life Conflicts is not a trend for org. behavior?
13. Productivity is a performance measure that includes sales and marketing.
14. Effectiveness means Meeting goals at a low cost.
15. Turnover means the voluntary and involuntary permanent withdrawal from an organization.
16. Motivation is the processes that account for an individual's intensity, direction, and persistence of effort toward attaining a goal.
17. According to Maslow's Hierarchy Individuals not able or desire to move to the next higher level when all needs at the current (lower) level are satisfied.
18. Attitudes means Evaluative statements or judgments concerning objects, people, or events.
19. Organizational Commitment is a type of Attitudes components.
20. Training activities can reshape employee attitudes concerning diversity.

Question Two:

Multiple Choice

- 1. Organizational Behavior Model contents;**
 - a. Individual level
 - b. Group level
 - c. Organizational level
 - d. All the above
 - e. None

- 2. Productivity means conducting works in a ;**
 - a. Includes increasing production rate
 - b. Includes increasing employees loyalty
 - c. Includes effectiveness and efficiency.
 - d. None

- 3. Job satisfaction means;**
 - a. salary earning only
 - b. promotion earning only
 - c. a positive feeling of one's job
 - d. none

- 4. Key Element in motivation;**
 - a. Direction: toward beneficial goal.
 - b. Intensity: how hard a person tries
 - c. Persistence: how long a person tries
 - d. All the above

- 5. Self-Actualization**
 - a. The drive to become what one is capable of becoming.
 - b. Need to fulfill psychological needs
 - c. Needs for security
 - d. All the above

- 6. David McClelland's Theory of Needs indicates;**
 - a. Need for Achievement
 - b. Need for Affiliation
 - c. Need for Power
 - d. All the above

- 7. Management By Objectives Programs**
 - a. Company wide goals & objectives
 - b. Goals aligned at all levels
 - c. Based on Goal Setting Theory
 - d. All the above
 - e. None

8. Key Elements of Management By Objective;

- a. no feedback about performance
- b. Participative decision making
- c. No results or evaluation
- d. None

9. How Employees Can Express Dissatisfaction

- a. Exit, Voice, Loyalty and Neglect.
- b. Exit, Voice, Loyalty and quite.
- c. Exit, Voice, moving and Neglect
- d. None

10 the Effect of Job Satisfaction on Employee Performance contents;

- a. Satisfied workers are more productive AND more productive workers are more satisfied!
- b. Satisfied workers desiring only Financial support
- c. There are no effects
- d. None of the above

Question Three:

answer Four questions only

- 1. Describe what managers do.
- 2. Identify the contributions made by major behavioral science disciplines to OB.
- 3. identify Hierarchy of Needs Theory (Maslow)
- 4. What is Management by Objectives (MBO) and its effects to enhance business?
- 5. what is the Effect of Job Satisfaction on Employee Performance

Good luck